Horizontal Integration

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Coordination, communication and interaction between and among programs, projects and departments.

Break down silos and collaborate more actively to better serve our common clients.

“Client Centered” - Our core principal is to view, serve and treat the client/customer holistically.
Integrating healthcare and human services plays a key role in lifting people out of poverty, improving health and enhancing employment possibilities for the people served by both systems...

Right service at the right level

Better outcomes:
  - healthier
  - safer
  - more stable
Maslow’s Hierarchy of Needs

- Self-Actualisation
  - Morality, Creativity, Spontaneity, Acceptance. Experience purpose, meaning and inner potential

- Self-Esteem Needs
  - Confidence, achievements, respect of others, connections, need for individuality

- Love and Belongingness Needs
  - Friendship, family, intimacy, connections

- Safety and Security Needs
  - Health, employment, property, family, stability

- Physiological Needs
  - Air, food, water, shelter, clothing, sleep
Current system of care
Envisioned Integrated system of care
How does it impact CalFresh

- Simplify the application and renewal process
- Reach more clients
- Treat the client holistically
- Better understand program effectiveness
Dual Participation

% Medi-Cal receiving CalFresh

% CalFresh receiving Medi-Cal

- Dec. 11 78.7%
- Dec. 12 78.0%
- March 77.0%
- July 66.4%
- Sept. 66.0%
- Dec. 64.3%
- Sept. 65.7%
- March 65.9%
- July 64.4%
- Sept. 66.0%
The need for integration

Consumer Seeking Health Care
- Covered CA: Online
  - Medi-Cal determined in real time
  - Referral offered for CalFresh
- Covered CA: By Phone
  - Quick Sort for Medi-Cal
  - If YES, CC transmits to County

Consumer Seeking CalFresh
- County: Online
  - CalFresh Process?
- County: By Phone
  - Consumer completes Simplified Health Application
  - CalFresh Process?
- County: In Person
  - Consumer completes Integrated Application for Health, CalFresh, and CalWorks
  - Dual Participation Happens Here

Enters 1 of 5 doors
Enters 1 of 3 doors
Current status of the interface

No wrong door, but...

- In person – all applications can be completed all at once
- Online – SAWS II Plus allows application for multiple programs at once.
  - Further interviews may be needed.
- Telephone – All program can be applied for
  - Signature can be an issue
- CalHEERs – Only avenue for private insurance
  - Medi-Cal can start here
  - Other programs need to be completed through the county
Culture change
  - Vision
  - Governance

Breaking down barriers

Identify opportunities for integration

Encourage Data sharing
  - Minimize unnecessary contact with clients
  - Verification tools
  - Analytics
Not just CalFresh and Medi-Cal
- Child care
- WIC
- Justice system
- And more...

Data sharing

Coordinated Care

Lots of ways to move towards integration
HHS-Connect - an enterprise of eight organizations.

One web portal
- Client access to 30 programs
  - Includes Medicaid, food stamps, school meals, etc.
- Worker access allows verification of information across databases.
  - Can access uploaded documents to complete enrollment
- Provides holistic view of the client and their needs.
How do we get there?
Iterative Approach

- Set a vision
- Look for opportunities as they arise
- Leverage existing efforts whenever possible
Hawaii’s Integrated IT example

Hawaii Health Connector
- HIX
- CRM

Domain Intermediary

Department of Human Services
- MMIS
- Oracle SOA Suite
- Integrated Eligibility

Other State Entities
- Department of Labor & Industrial Relationships
- Department of Health
- Department of Corrections
- CICS Adapter
- DB2 Adapter
- SQL Server Adapter

State Data Hub
- Authorization & Audit
- State Integration Backbone (Oracle SOA Suite & Service Bus)
  - Access Control
  - Identity Management
  - Directory Services
  - Identity & Access Management
  - Enterprise Content Management
  - Master Data Management

- Verification Services
- Remote Identity Proofing Service (Expelant)
- APT/CSSR Benefits Calculation

Hawaii Partner ID & PKI
Vision

Governance
  o Bridge the gap between program and IT
  o Integration also means some inter-dependence

Business Process

Policy and Standards
  o State and federal
  o Regulations, Laws, Practices
Data driven programs

“What happens to children who age out of foster care?”

- Matched records with Department of Workforce Services, the Department of Health, and the Utah State Board of Regents.
  - Revealed: high levels of student mobility, missing test scores, and weaknesses in the educational dataset.
  - Outcomes: Aged out foster youth earn wages below poverty, have high arrest rates and teenage birth rates, have low participation in follow up services, and often do not have a driver’s license.
## Potential Client Benefits

| **Multiple Access Channels** | Clients will have the ability to access services online via ACCESS NYC, by phone through 311, in-person at service locations, via email, by fax, by or mail, or using an online kiosk located in accessible community locations |
| **Online Search And Application Tools** | Clients will have the ability to use tools that are more readily available to search for services, determine the potential eligibility for services and apply online |
| **Client Information Record** | Clients will have the ability to create one baseline client information record, via a common application, that includes verification documentation that can be used and shared by multiple agencies |
| **Single, Consolidated View Of Key Information** | Clients will have access to a unified view of information on their services in one place, including a summary of benefits and a calendar that maintains an integrated plan of care across all of the services they receive |
| **Ability to Manage Information** | Clients will have the ability to manage components of their client information record. They will be able to update or change certain personal information though the various access channels |
## Potential Worker Benefits

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<tr>
<th>Feature</th>
<th>Description</th>
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<tbody>
<tr>
<td><strong>Holistic view of client information</strong></td>
<td>Workers will have immediate access to a holistic view of relevant client information and role-based security will grant access to information that is appropriate and necessary to perform their job.</td>
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<td><strong>Electronic case files and automated forms</strong></td>
<td>Workers will be able to easily view documentation collected at different times by different programs through a document repository, and based on their security access. Automated or enhanced forms are relatively “quick wins’ towards the goal of providing workers with a more comprehensive intake process.</td>
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<td><strong>Inter/Intra-agency Collaboration</strong></td>
<td>Workers within various agencies and provider organizations will be able to take a collective approach to meeting the needs of the client, including a worker’s ability to link to potential programs for their clients based upon their demographics. Workers will receive an online alert, informing them of changes to relevant client information.</td>
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<td><strong>Collaborative Case Management</strong></td>
<td>Workers will be able to more easily practice collaborative case management for complex clients who are recipients of multiple services.</td>
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<td><strong>Remote Access to Information through Mobile Devices</strong></td>
<td>Workers will be able to input and access information without having to return to their offices and promote real time communication in the field.</td>
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Short term and long term

- Iterative
  - Plan for the future – Act for today

- Change the culture

- Everyone has a role
QUESTIONS

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